



Last Updated: 03/09/2022

Transfer of the IFDDS Waiver Daily Operations to the Department of Behavioral Health and Developmental Services (DBHDS) – Effective November 12, 2013

The purpose of this memorandum is to notify providers of Developmental Disabilities Waiver screenings, case management, and DD Waiver services of upcoming changes in the day-to-day operations of the DD Waiver and case management. This memo provides new contact information for services currently provided through the Division of Long-Term Care's DD Waiver Unit that will become effective **November 12, 2013**.

Background

Since the year 2000, the Department of Medical Assistance Services (DMAS) has directly provided day- to-day operational oversight for the DD Waiver. Since that time, many changes have occurred in the Commonwealth, including the role of the Virginia Department of Behavioral Health and Development Services (DBHDS) to include the planning of developmental services. On August 9, 2013, DMAS and DBHDS released a joint communication to advise interested parties that the daily operations of the DD Waiver would move in late 2013 from DMAS to DBHDS. (Attached is the chart provided on August 9th that demonstrates the lead agency responsibilities and how the various tasks between the agencies will be handled.) This Medicaid Memo is follow-up to the earlier communication.

Upcoming Changes

Effective November 12, 2013, DMAS staff responsible for the DD Waiver will relocate to DBHDS. There will be no changes in the process related to DD Waiver screenings, case management, waitlist, enrollment, prior authorization



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or service provision. The DMAS staff currently involved in the day-to-day operations of the DD Waiver will continue to perform these functions from the DBHDS Central Office location at 1220 Bank Street, Richmond, VA, 23219. The relocation of staff and oversight of the day-to-day operations for the DD Waiver are consistent with the overall mission of DBHDS (who currently runs the Intellectual Disabilities Waiver) and will enable the Medicaid waiver services for individuals with Intellectual and Developmental Disabilities (ID/DD) to be overseen by one state agency.

General Questions Regarding Changes in the IFDDS Waiver Screenings

With the exception of different addresses and contact information of DD Waiver staff, changes should be seamless to individuals, families, and providers. New contact information and Frequently Asked

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Questions (FAQ) related to the changes will be available on the DBHDS website. Go to: www.dbhds.virginia.gov and click on Developmental Disabilities from the home page. General inquiries on the DD Waiver should be directed to Mr. Sam Piñero, Program Manager for the DD Waiver, 804-786- 2149 or Sam.Pinero@DBHDS.virginia.gov.

Overall Role of DMAS



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DMAS, as the single state agency for Medicaid (42 CFR 431.10), must continue to maintain final waiver administrative authority and will review and approve all policies, waiver applications and regulations to ensure compliance with federal regulations. DMAS will continue to perform quality management reviews for all waiver programs to ensure that all services are provided safely, appropriately, and are of high quality. In partnership with DBHDS, our overall goal is to provide for the development and implementation of quality services responsive to the current needs of individuals with ID/DD and their families.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1- 866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal at <http://dmas.kepro.com>.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering Internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com (888) 661-5657	Siemens Healthcare (HDX Division) www.hdx.com (610) 219-1600	Emdeon www.emdeon.com (877) 363-3666	Availity, LLC www.availity.com support@availity.com (800) 282-4548	Dorado Systems, LLC www.Doradosystems.com sales@doradosystems.com (856) 354-0048
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"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:



Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

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1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.